

New staff at Fakenham

We are really pleased to be able to share with you additional staff members at the Practice. Alex has joined us as a Paramedic Practitioner and will deal with home visits and on the day requests to be seen for urgent treatment. Martin has joined us as a Clinical Pharmacist and will be dealing with medication reviews, requests and issues. Kay has joined us as Patient Services Manager and looks after our team of Patient Coordinators. Kay (pictured) will also answer patient questions and help deal with complaints.



Patient Services Manager, Kay

Footfall

It's now been a year since we implemented Footfall, and although it got off to a tentative start it's now proving to be very popular with patients. Change brings about worry and anxiety but this new system has allowed us to go from an average four week wait to just 72 hours for most patients. If the GP feels you need to be seen or spoken to on the same day you will be. If you are moved to another day, it is because the GP feels your issue is not as urgent. Our nurse triage system is still available for those urgent on the day issues.

Missed appointments have dropped to about 50 each month since it came in, a drop of 150. There are still lots of missed nurse appointments but the GP ones are coming down. Please do let us know if you can't make your appointment so we can offer it to someone else.

surgery notes

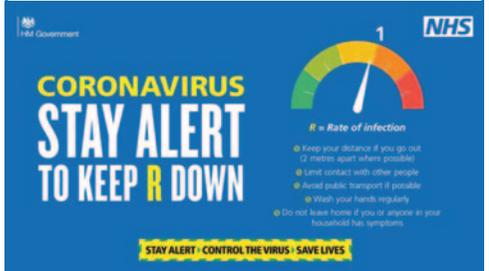
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2020/21 flu campaign: update

This year's flu campaign is very much underway. So far, the Practice has run three very successful Saturday flu clinics plus additional catch up clinics vaccinating 3316 patients to date. Clinics are still ongoing and the Practice has placed an additional order for vaccines for the 50-64 years cohort the Government has identified for vaccination. As soon as we have a delivery date we will organise a further clinic. This will be advertised via Facebook, the website and text messaging.

Vaccinations for Covid-19

There has been much talk in the press about the Covid vaccine. The details of the vaccine delivery are still being worked up by NHS England and the Practice is in talks with the Local Clinical Commissioning Group (CCG) about how best to deliver this for our patients. Once more information and a timescale for delivery is known, patients will be invited to attend for their vaccination.



The Patient Participation Group

The Patient Participation Group (PPG) is there for you if you'd like to make a suggestion about the services provided by the Practice. Our email address is ppg.fakenham@nhs.net and we would encourage you to contact us online wherever possible.

■ Fakenham Medical Practice
Reception 01328 851321
Repeat Prescriptions 01328 850324

■ Norfolk County Council
Social Services
0344 800 8020

Fakenham Medical Practice website
www.fakenham-medical-practice.nhs.uk

Christmas opening times

The Practice will be closed from 6.30pm on Thursday 24 December until 8am on Tuesday 29 December and from 6.30pm Thursday 31 December until 8am on Monday 4 January 2021.

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Appointment requests

Why should I tell a Patient Coordinator my personal problems?

We receive a lot of complaints from patients because they do not want to tell the Patient Coordinators why they want an appointment. The Patient Coordinators (PCs) are called PCs because they coordinate the many requests for appointments coming into the practice and ensure patients are seen by the right person. The Practice now employs different Allied Health Care professionals who support the GPs to provide our service. This means the GP is not always the best person for a patient to see. If a patient doesn't give any reason for why they need an appointment, the PCs cannot allocate the form to the correct person or for triage; this delays the form being dealt with and they may have to contact you to find out this information. Please be reassured that our PCs are bound by Practice confidentiality policies and GDPR and do not disclose any information about your problem to anyone other than the clinician it is intended for.

Self-Care – what is it?

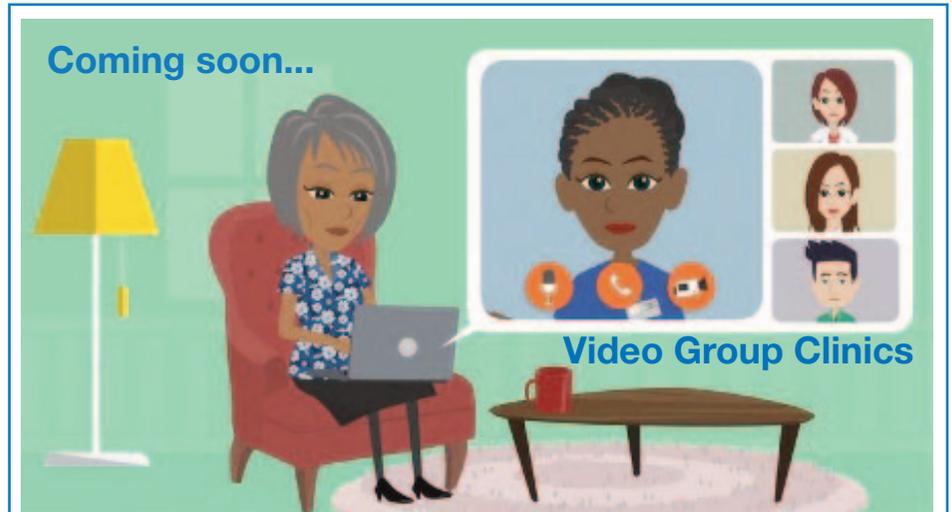
Self-care refers to the actions patients take to recognise, treat and manage their own health. With tens of millions of GP consultations across the UK every year used to discuss conditions that could be treated at home, self-care has an important role to play in the sustainability of the NHS. Self-care also provides greater flexibility to the population and ensures more appropriate use of valuable GP time. We are committed to doing all we can at Fakenham Medical Practice to support patients to improve their understanding of medicines and how to look after themselves if and when they suffer from a minor ailment or condition.

Clinicians are no longer advised to prescribe medication for certain ailments and our Patient Coordinators will sign-post you to the most appropriate provider (e.g. dentist, pharmacist, eye clinic) where needed.

Our website has lots of information on how to treat simple ailments and can be found at

<https://www.fakenham-medical-practice.nhs.uk/digitalpractice/treatment-room/>

On this page you will find self-help information and access to the Health and Care Video Library. Please check here for information before requesting an appointment as you may be able to help yourself at home.



WHY? Due to Covid-19 and we know many people with conditions like diabetes, asthma and COPD are feeling really anxious and isolated. As a Practice we are working towards offering our patients a choice of having their annual review and regular check-ups in a different way.

WHAT IS A VIDEO GROUP CLINIC? The VGC is an online peer group with your GP or nurse and other patients from the surgery. The group supports a rich environment, focussing on great care and support and when joining us you will learn a lot from other people as well as getting the individual help and support you need. You get to decide what we talk about and receive answers to all those niggling questions you may never have thought to ask. They usually last about an hour.

WHAT PEOPLE SAY ABOUT VGC. People tell us they really enjoy VGCs. They also do better because they get ideas from other people about how to manage their health issues. We enjoy them too because we get to know you even better and repeat ourselves less, which leaves more time to answer your questions and concerns.

